**CITY OF SANTA CRUZ**
**LIBRARY ASSISTANT II**

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| **Reports to** | Library Division Manager |
| **Supervises** | Directs the work of the Branch Aide, assigned Library Assistants I's and volunteers assigned to the branch |
| **Bargaining Unit** | SEIU |

## BASIC FUNCTION

Under general supervision, the Library Assistant II is a skilled technical, non-professional classification that provides direct service or support service. The Library Assistant II may be responsible for the basic, daily operations of a small branch library or of a sub-function of collection management such as cataloging, acquisitions, or other technical function; performs duties according to a set of prescribed practices and procedures.

## DISTINGUISHING CHARACTERISTICS

The Library Assistant II is the next higher level classification from a Library Assistant I in the library series. The Library Assistant II is distinguished from the Library Assistant I with the former having greater scope of responsibility, more complex assignments, and a greater degree of independence such as overseeing the operations of a small branch library or overseeing support units such as copy cataloging or acquisitions. The Library Assistant II is distinguished from the next higher classifications of Library Assistant III and Information Specialist in that the latter specializes in one or more direct services to the public requiring advanced paraprofessional knowledge, skills and abilities.

## TYPICAL DUTIES *(May include, but are not limited to, those duties listed below.)*

- May be responsible for opening and closing the library facility and for securing the facility, its contents, and premises.
- Responsible for processes involved in acquisitions and cataloging, the maintenance of special collections, databases, website content, and the handling of interlibrary loans.
- Assists patrons with any routine activity associated with being in or using the library.
- Provides direct service to the public in finding information in the branch and using collections, computers, and equipment in the library.
- Performs a broad range of tasks of a sub-professional nature to lead or assist the branch leader in operating the branch such as scheduling staff and handling basic patron, facility and equipment issues
- May direct the work of Library Aides, Library Assistant I's and volunteers.
- Is a member of the On-site Services Team and as such is responsible for working with the division manager and facilities staff to insure the well-being of the occupants and facility.
- Coordinates with other library staff for services and programs that will be sited at the branch.

- Provides constructive input and feedback within the library system concerning the needs of the public and the effectiveness of services and programs.
- Operates various office machines, computers, and audio visual equipment as required.
- Assists the public with locating and using the virtual branch and its services, such as online question help, online search help, and search consultation by appointment.
- Performs and assists with customer account transactions including borrower registrations, fines and fees, the resolution of account disputes and the negotiation of payment plans according to library policy.
- Performs all circulation tasks such as checking-out and checking in materials, retrieving holds, shelving, filing, arranging items in order, processing requests and interlibrary loans.
- Assists with development and maintenance of the collection including acquisitions, serials control, interlibrary loan, receiving, copy cataloging, processing and mending.
- Maintains special collections and tools such as sheet music, the song index, newspaper indexing, and community information which may include indexing, processing, repairing, binding, weeding, and making and correcting bibliographic records of holdings.
- Assists in providing reader services such as organizing book discussion groups, story hours, class visits, and book talks. Prepares flyers and displays under general content guidance from a professional.
- May deliver programs designed by professional staff for the audience of the specialized service.
- Efficiently refers questions to librarians from the public according to guidelines.
- Performs other related duties as assigned.

## WORKING CONDITIONS

The position requires frequent sitting, walking, standing, reaching, stooping, repetitive use of hands, and pushing in the performance of daily activities. Crouching, grasping and twisting is required in the performance of weekly activities. Occasional climbing, kneeling, working overhead, pushing and pulling, and finger dexterity is required. The position requires near and far vision and normal hearing in the performance of daily activities. The need to lift up to 25 pounds on a daily basis and 35 pounds on an occasional basis is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

## MINIMUM QUALIFICATIONS

### Knowledge:

- Working knowledge of library routines, procedures, and services in the assigned area.
- In-depth knowledge of the purpose of public libraries and the services they provide.

**Skills**: - *in addition to those required of Library Assistant I:*

- Variety of computer programs such as interlibrary loan (ILL) system.

**Abilities:** - *in addition to those required of Library Assistant I:*
- Work independently
- Take initiative

## EDUCATION AND EXPERIENCE

Any combination of education and experience that provides the above knowledge, skills, and abilities combined with any required licenses is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:
- High school graduation or tested equivalent and,
- Completion of 45 units college level coursework and,
- 2 years of library work experience

## LICENSES/CERTIFICATES

- Possession of a valid California Class C driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

## DESIRABLE QUALIFICATIONS

- ALA-APA Library Support Staff Certification
- Fluency in Spanish, an Asian language or sign language
- Associates Degree

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## Career Ladder

- Director of Libraries
- Manager System Services and Support
- Library Division Manager
- Librarian II
- Librarian I
- Library Specialist
- Library Assistant IV
- Library Assistant III /Library Information Specialist
- *Library Assistant II* /Bookmobile Library Assistant
- Library Assistant I